

For information on becoming a Receptionist & Information Clerk, see [Sources of additional information](#) within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

[151 Pleasant St., PO Box 159, 03570-0159](#)

Claremont (543-3111)

[404 Washington St., PO Box 180, 03743-0180](#)

Concord (228-4100)

[10 West St., PO Box 1140, 03302 - 1140](#)

Conway (447-5924)

[518 White Mountain Highway, 03818-4205](#)

Keene (352-1904)

[109 Key Rd., 03431-3926](#)

Laconia (524-3960)

[426 Union Ave., PO Box 760, 03246-2894](#)

Lebanon (448-6340)

[85 Mechanic St., Ste.4, 03766-1506](#)

Littleton (444-2971)

[646 Union St., Ste.100, 03561-5314](#)

Manchester (627-7841)

[300 Hanover St., 03104-4957](#)

Nashua (882-5177)

[6 Townsend St., 03060-3285](#)

Portsmouth (436-3702)

[2000 Lafayette Rd., 03801-5673](#)

Salem (893-9185)

[29 South Broadway, 03029-3026](#)

Somersworth (742-3600)

[243 Rt.108, 03878-1512](#)

**SO, You want
to be a...**

*Projected among the top twenty occupations
with the most annual openings.
(NH Employment Projections, 2002-2012)*

Business, Management & Administration

**Receptionist &
Information Clerk**



New Hampshire

**Here are
a few things
you should know.**

You'll want to know a few things about this career.

Avg Hrly Wage:

\$10.72

Expected

GrowthRate*:

31%

Avg

AnnOpenings:

278

Training/Educ

Needed:

Short On-the-Job Training

High school diploma or its equivalent is the most common education requirement. Opportunities should be best for persons with a wide range of clerical and technical skills, particularly those with related work experience.

Basic Skills: Reading, listening, writing, speaking.

Job Skills:

Active listening, speaking, reading comprehension, writing, service orientation, learning strategies, social perceptiveness, critical thinking, time management, active learning.

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Receptionist & Information Clerk

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TASKS

1. Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
2. Receive payment and record receipts for services.
3. Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.
4. Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
5. Hear and resolve complaints from customers and public.
6. File and maintain records.
7. Transmit information or documents to customers, using computer, mail, or fax machine.
8. Schedule appointments, and maintain and update appointment calendars.
9. Analyze data to determine answers to questions from customers or members of the public.
10. Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.

Interests
(Holland Code):
CES
(Conventional, Enterprising, Social)

Interest Area:
Business & Administration

Working Conditions:
Pleasant and comfortable clean, well lit offices.

Avg Work Week:
Varies (Occupation is well suited to flexible work schedules. Some may work days, evenings and weekends. About 3 of every 10

in this occupation worked part time.)

Sources of additional info:
NH Employment Security (Contact office nearest you or go online to www.nhes.state.nh.us).

NHCRN
New Hampshire Career Resource Network
Employment Security Rick Ricker (603) 229-4489 ELMAB
www.nhes.state.nh.us/elmi/nhcrn/index.htm

www.onetcenter.org

OOH, 2004-2005

*Over a ten-year period according to NH Employment Projections, 2002-2012)

Sources: NH Employment Projections, 2002-2012; Occupational Outlook Handbook, 2004-2005; Bureau of Labor Statistics Guide to Industries